COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION   **CLASSIFIED**

RETIREMENT TECHNOLOGY SYSTEMS TECHNICIAN   **Class No. 007549**

■ CLASSIFICATION PURPOSE

To provide a broad range of computer support to the San Diego County Employees Retirement Association (SDCERA) including information technology services, business systems and computer support; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Positions of this class are allocated to the San Diego County Employees Retirement Association (SDCERA). Under general supervision, incumbents provide desktop support and end user training; configure, install and troubleshoot software, hardware and peripheral equipment; assist in network management, application development and documentation, and database integrity evaluations; provide system support in the administration of retirement benefits and pension trust fund. Work is performed under policy direction from the Board of Retirement and provisions of the California Government Code (County Employees Retirement Law of 1937), and includes interfaces to County human resources information and payroll systems.

Employees in this class are designated confidential employees with security access to confidential personnel, retirement, medical, and legal documents; upload and maintain confidential data bases and records; and may be involved in process planning and changes related to employment benefit negotiations in the labor relations process.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position.

DESKTOP SUPPORT OPTION

Essential Functions:

1.   Sets-up, configures and tests PC workstations and related hardware and software.

2.   Backs-up user machines according to established schedules.

3.   Sets-up and maintains telephone systems.

4.   Installs, configures, upgrades, and removes software including Microsoft Office (Outlook, Excel, Word, Access and PowerPoint); graphics, drawing, and desktop publishing; Internet; network security; programming, imaging/scanning, database, accounting and investment software.

5.   Logs and tracks user requests for assistance, sets-up services and assists with the resolution of user problems and queries.

6.   Assists in maintaining SDCERA LAN/WAN.

7.   Coordinates repairs and equipment replacement with outside vendors.

8.   Orders and administers software licenses, tags, equipment and maintains business systems inventory.

9.   Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

APPLICATION DEVELOPMENT OPTION

Essential Functions:

1.   Analyzes business requirements and creates technical specifications for use in software development.

2.   Designs, modifies, develops and implements software programming applications.

3.   Reviews and analyzes test results and makes recommendations.

4.   Programs and documents source code for the pension trust fund and retirement benefit information system (software applications are run in a Windows NT/2000/XP environment and include Solomon, FileNet, SQL, and GUI design).

5.   Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

The following apply to all program areas:

−   Standard business support software, including word processing, spreadsheet, presentation, graphics and database programs.
−   Microsoft Operating Systems including Windows 2000/Microsoft Office XP and Windows 2003.
−   County customer service objectives and strategies.

Desktop Support Option (in addition to the above):

−   Business software capabilities, installation, testing, operation and applications.
−   Methods and techniques for installing, operating and maintaining a variety of hardware used in office settings including personal computers, laptops, printers, and PDA's.
−   Methods and techniques for troubleshooting and determining the causes of computer and other software and hardware problems, including device errors and failures.
−   Switch configuration.
−   Cable and wiring standards.
−   Network operating systems and connectivity procedures.

Applications Development Option (in addition to the above):

−   Principles of database management.
−   Active Directory
−   Programming principles, logic and application development (C, C++, C#, visual Basic 6+).
−   GUI design.
−   MS-SQL Server 2000.
−   Microsoft Reporting Services.

Skills and Abilities to:

The following apply to all program areas:

−   Operate computers and peripheral equipment.
−   Obtain accurate and complete information from customers, in person and by telephone, to identify their needs and problems and develop responses and solutions.
−   Establish responsive and effective work relationships with management, department employees, customers, consultants, vendors, and others encountered in the course of work.
−   Determine end user hardware/software requirements and security levels.
−   Provide personal service and make referrals as needed.
−   Clearly define user needs or problems and formulate appropriate responses and solutions to hardware and software needs.
−   Communicate effectively, in oral or written form.
−   Use good judgment in responding to questions, releasing information, projecting consequences, and in making business recommendations and decisions.
−   Stay abreast of new technology in the computer/IT field.
−   Follow and apply written and oral work instructions.
−   Work independently.
−   Make sound independent judgments within established guidelines.
−   Analyze operational and technical problems, evaluate alternatives and reach sound, logical conclusions and recommendations.
−   Prepare and maintain files, reports, records and documentation on IT resources.
−   Set priorities to most effectively meet deadlines in a timely manner.
−   Provide timely and accurate feedback to customers, supervisors and other staff.
−   Use tact and diplomacy when dealing with sensitive, complex and/or confidential issues.
−   Plan, organize and complete projects efficiently and in accordance with SDCERA quality standards.
−   Read documents or instruments.

- Interpret data or information.
- Learn and apply new information or skills.

Desktop Support Option (in addition to the above):

- Set-up and configure PC and laptop hardware/software, printers, phones, PDA's, peripheral equipment, and state-of-the-art presentations/audio-visual equipment.
- Troubleshoot, diagnose and resolve computer and PC hardware, software and network connectivity problems and make minor modifications and repairs.
- Prepare clear, accurate and comprehensive hardware and software specifications.
- Demonstrate, train and guide end users in using business computer equipment, office applications, and information systems.

Applications Development Option (in addition to the above):

- Analyze database structures in order to develop more efficient structures (run database utilities).
- Develop software and write clear documentation for the operation of software applications developed.
- Develop and run queries, and reports.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is: associate of arts degree from an accredited college or university in computer science, information technology, or a closely related field, AND, one (1) year of experience in information technology development; application programming; documentation and code development; desktop support services; network connectivity and configuration, or database design and testing.

Note: Related Microsoft Certificate is desirable.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck and shoulders. Frequent: sitting, walking and standing; repetitive use of hands to operate keyboards, mouse and multi-monitor workstations and set up and maintain PC's, telephones, printers, imaging equipment, and electronic copiers. Frequent: squatting, bending or crawling to layout and connect cable and lines. Frequent: Lifting and moving of computer and peripheral equipment; unpacking and storage of inventory weighing up to 75 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Also Required:
Occasional overtime, evening and weekend hours.

Working Conditions

Office environment; exposure to computer equipment, screens, and toner.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: June 01, 2004
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